



**Nevada State Board of Massage  
Therapists  
Employee Work Performance  
Standards Form**

Supervisors are responsible for establishing the initial standards, but standards must be reviewed annually and amended when appropriate. The employee must be given the opportunity to provide comment when the standards are revised (NAC 284.468).

<b>Employee Name:</b>	<b>Last</b> Brunner	<b>First</b> Christine	<b>Ini</b> E	<b>Employee ID #</b>	
<b>Class Title:</b>	Compliance Investigator			<b>Date Standards Est/Rev:</b>	December 8, 2017 Revised March 30, 2022

<b>Department/Division:</b>	Nevada State Board of Massage Therapists				
<b>Agency # (3 digits):</b>	957	<b>Home Org # (4 digits):</b>	B036	<b>Position Control #:</b>	

I have read and understand the work performance standards for this position. I understand these standards may be modified after discussion with my immediate supervisor and with the concurrence of the appointing authority.

<b>Employee Signature:</b>	<b>Date:</b>
<b>Supervisor Title &amp; Signature: Executive Director</b>	<b>Date:</b>
<b>Reviewing Officer Title &amp; Signature: Executive Director</b>	<b>Date:</b>
<b>Appointing Authority Title &amp; Signature: Executive Director</b>	<b>Date:</b>

<b>Job Elements</b> (Defined as principal assignments, goals, responsibilities and/or related factors.)	<b>*Weighted Value</b>	<b>Performance Standards</b>
<b>Job Element #1:</b>		
Daily Office Duties	25%	Maintains and updates route/establishment files for assigned routes. Provides statistical information regarding routes to the Executive Director and other supervisory personnel. Assists the Executive Director and Board as needed in preparation for meetings. Represents the Board as requested at public speaking engagements. Communications with licensees, board members and staff are to be professional, informative, and efficient. Communication with customers must be maintained as courteous, pleasant, and helpful. Engage in effective professional communication and excellent customer service at all times. Maintain harmonious work relationships and self-control when dealing with supervisor, fellow employees, and the public. No discord created among employees is acceptable. No exceptions allowed.
<b>Job Element #2:</b>		
Investigative Responsibility	15%	Open investigations and track through the process. Conduct investigations regarding non-compliance and misconduct of licensees. Investigate unlicensed activity. Report to the ED regarding open cases. Provide information to legal counsel to assist with issuance of complaints, notices, surrenders, and suspensions. Work with Southern Nevada team to coordinate investigations. Testify at Board meetings and for local jurisdictions as needed.
<b>Job Element #3:</b>		
<del>Field</del> <b>Compliance</b> Inspection	25%	Effectively utilizes time, multi-tasking where appropriate to allow sufficient time to process paperwork as well as efficiently maintain files and correspondence related to the inspection process. Provides inspections of licensee locations <b>and outcall licensees</b> in compliance with NRS/NAC 640C including hygiene and statutory

		compliance.
<b>Job Element #4:</b> Accuracy	10%	Demonstrates accuracy in entering data and giving information (verbally or written).
<b>Job Element #5:</b> Adaptability/Adjustment/Cooperativeness	5%	Responds appropriately to coaching and guidance. Demonstrates respect and professionalism for supervisor and fellow employees in their efforts to serve the public in accordance with Board goals and standards. Exhibit flexibility, cooperativeness, and teamwork. Behavior is not to be counterproductive to the Board's goals and standards. Insulting, intimidating, or abusive language will not be tolerated in the workplace with employees and the public. No exceptions allowed.
<b>Job Element #6:</b> Nevada State Board of Massage Therapists Licensing Laws	5%	Exhibits basic understanding and knowledge of licensing laws of the NRS/NAC 640C. Has knowledge of where to obtain law references as they pertain to licensing requirements. Able to direct constituents to appropriate laws. Does not interpret law.
<b>Job Element #7:</b> Safety	5%	Adheres to all workplace safety policies and procedures at all times with no failure to comply. Immediately reports all safety hazards to management for resolution. Intimidation, harassment, and threat of workplace violence is subject to immediate disciplinary action. <a href="#">Addends Defensive Driver training every two-years.</a>
<b>Job Element #8:</b> Attendance	10%	Demonstrate reliability and punctuality. Contacts supervisor for lateness and absenteeism. Maintain appropriate leave balances. Use the time clock to clock in and out.

\*If a weighted value is not designated, each job element has an equal weight.

**Distribution: Original to Agency; Copy to Employee; Copy to Supervisor**

NPD-14 Est. 1/03  
Revised 3/12

**Specific Job Duties:**

- Perform /Complete Compliance Checks for Establishments
- Update Route Log Spreadsheet and ~~Database~~ **Daily Activity Sheet**
- Issue Citations Per NRS
- ~~Issue Cease and Desist Per NAC~~
- File Establishment Reports
- Testify for Citation Appeals
- Write Citation ~~and C&D Reports~~
- Investigate Complaints and report findings
- Work with Northern and Southern Nevada Jurisdictions
- Research Website Advertising and Inspect Locations
- ~~Maintain Daily Activity Sheet to Reflect Inspections, Office Tasks, and Special Projects~~
- Assist at Board Meetings as Needed
- ~~Backup for the Executive Assistant desk~~
- Internet Investigations
- Review Print Advertisement for Compliance
- Subpoena Arrest Files for Attorneys
- Compile information and work with legal counsel